

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Amarillo, TX #937	\$14,618	\$18,938	29.6%
El Paso, TX #850	\$17,887	\$22,313	24.7%
Joplin, MO #749	\$12,884	\$16,032	24.4%
Hattiesburg, MS #566	\$16,437	\$20,349	23.8%
Pompano Beach, FL #789	\$26,268	\$32,010	21.9%
Sioux Falls, SD #860	\$16,389	\$19,814	20.9%
Racine, WI #726	\$21,417	\$25,833	20.6%
Lakeland, FL #426	\$20,528	\$24,722	20.4%
Vernon Hills, IL #342	\$22,526	\$26,147	16.1%
Charleston, SC #966	\$10,444	\$12,105	15.9%

District Sales Growth

District	Region	YTD%
Eric Montes	Northeast	18.5%
Anthony Chapa	Southeast	17.7%
Jon Fiorentine	Northeast	15.9%
Todd Bell	Western	14.8%
Joseph Risnear	Southeast	14.3%
Adam Shafran	Western	12.1%
Brian Pitre	Southeast	10.8%
James Hamblen	Southeast	10.0%
Chad Estrada	Northeast	9.8%
Troy Watring	Northeast	9.3%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Macon, GA #614	8.4%	18.9%	10.4%
Alpharetta, GA #614	7.3%	17.7%	10.4%
New Hartford, NY #646	4.8%	14.9%	10.2%
Parma, OH #101	7.6%	17.7%	10.1%
Burbank, CA #109	13.2%	23.2%	10.0%
Thousand Oaks, CA #320	7.7%	17.3%	9.6%
Amarillo, TX #937	2.9%	12.5%	9.6%
Arl Hts, IL #688	4.8%	14.0%	9.2%
Sacramento, CA #410	3.4%	12.3%	9.0%
West Islip, NY #511	5.6%	14.3%	8.7%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
Vista, CA #784	\$22,389	\$28,335	26.6%
Houston, TX #585	\$42,063	\$47,003	11.7%
Detroit, MI #713	\$24,074	\$26,552	10.3%
Bloomington, IL #345	\$19,794	\$21,619	9.2%
Fairview Hts, MO #916	\$25,739	\$27,867	8.3%
N. Olmsted, OH #559	\$25,149	\$27,123	7.9%
S. St. Louis, MO #855	\$34,964	\$37,119	6.2%
Tampa, FL #430	\$33,253	\$35,017	5.3%
Irving, TX #081	\$37,433	\$39,193	4.7%
Foothill Ranch, CA #371	\$29,449	\$30,704	4.3%



Diamond Pin Earner

We are excited to announce yet another Diamond Pin Earner, this one coming from the Southeast Region in Michele Beavan's district - Lilly Neufield! In just 1 year, Lilly took off with a sprint earning her Ruby, Sapphire, and now her Diamond Party Server Pin! Lilly is an energetic, kind, amazing hostess who has done an amazing job here at CEC. We are extremely proud of her and all her accomplishments. Keep up the amazing job Lilly, we look forward to see where you go next!

~ Lilly was an amazing host! She made our experience special for our birthday boy. We appreciated all of her help and enthusiasm. ~

~ We had a great party with our Chuck E. Cheese Party Planner, Lilly at the Avon, IN location. Thank you! ~

~ How well everything was taken care of by Lilly, with little to no help from myself! ~

~ Our hostess Lilly was great! Everyone had an amazing time. ~

Southeast Region
Avon, IN #674
RVP Bill Eich
DM Michele Beavan



MILESTONES-

- Reach and Achieve -

Matthew Jenkins ~ 117

John Glotfelty ~ 379

Marcia Matus ~ 393

Salman Chishti ~ SQL Developer

Kiera Royal ~ 605

Ulises Camacho ~ 669

Katie Shields ~ 743

Sherry Pierce ~ 419

Joshua Ward ~ 638
General Manager

Daniel Mooney ~ 716
Tech Manager

Eric Campbell
General Manager #775
15 Years

Santos De Los Santos
District Tech Mgr
20 Years

Rhoda Plata
Sr. Asst. Mgr #433
20 Years

Jocelyn Ramirez

Team Fairfax, VA #084

Susan Jensen, AD

~ Jocelyn was amazing and we didn't have to do anything except show up for the birthday festivities. ~



Mackenzie Panameno

Team Fairfax, VA #084

Susan Jensen, AD

~ Mckenzie was great! She made our experience an unforgettable one. We will definitely be coming back and spreading the word out to ask for her. ~



Arista-Kay Monigal

Team Green Bay, WI #319

Dustin Gasper, DM

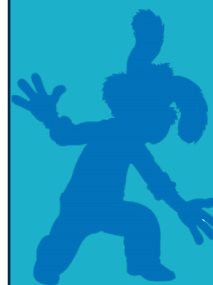
~ Arista kay was great, so helpful. ~



DEAR CHUCK E...

- You're the BEST! -

We absolutely loved the attendant we had at our party. We celebrated an adoption yesterday. It wasn't just any adoption, it was our 10th adoption. We were running out of adoption party ideas but I thought maybe we'd check out Chuck E. Cheese. I am so glad we did. I was very impressed with the decorations, party bags, reusable cups, and the overall atmosphere. I was absolutely blown away by the main lady at Chuck E. Cheese, and when I say 'main lady', I mean this woman did EVERYTHING! She worked the front stamping hands, handled transactions, brought us party stuff, took food orders, reloaded ticket machines, handed out prizes, and even managed to come out and take a picture with our big crew! The cake was absolutely delicious. The unlimited play was really great since we didn't have to worry about purchasing more tokens or someone needing more tokens or having to physically keep up with tokens. The place was super clean and all the games were in working order. I seriously can't say enough good things about the experience of the super kind woman that made our day so special.



Birmingham, AL #330
Interim GM Jeremy Diggins
DM Caleb Minton
RVP Bill Eich
Southeast Region

My husband and I had our daughter's 5th birthday party at the Wyomissing, PA location this past Saturday. We all had a great time, but I specifically wanted to note the wonderful experience we had with our party host, Sandy! I don't know her last name, but she said she's been a Manager there for a few years and she's from the Exeter area. I can't tell you how much I appreciated the time and attention she took to make my daughter feel extra special. She went out of her way to deliver a wonderful guest experience, and being in the profession of HR, I wanted you to know just how lucky you are to have her as an employee.



Reading, PA #539
Asst. Mgr Sandy
GM Colleen Merkel
AD Dan Bessemer
RVP Chris Kelly
Northeast Region

I would like to thank my host Leonor Alvarez for my son's party this past week at the Lake Mead location in Las Vegas, NV for giving excellent service. She was very friendly with my guests and on time with all the food I ordered for my son's party. Good employees are hard to come by and she definitely is a good employee. Once again, thank you Leonor Alvarez for a perfect party.



Las Vegas, NV #315
GM Leonor Alvarez
DM Louis Deignan
RVP Jim Brawley
Western Region



Congratulations to Eric Montes' team as they award their next Sapphire Pin earner, Gabby Hermanson! Back in August, Gabby earned her Ruby Pin and here we are just a couple months later awarding her the Sapphire Pin! Gabby is always keeping up with your party and making sure that everything is taken care of, all while having fun. Thank you Gabby for all you do, your Sapphire Pin is very much deserved!

~ Gabby was so helpful. She facilitated the party so well I was actually able to relax and enjoy the party. ~

~ Everything was awesome, Gabby was amazing! ~

~ Our Party Server Gabby was great! ~



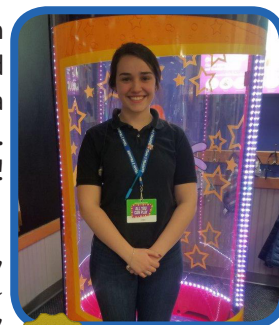
Let's give a big round of applause for Rick Balboni's next Sapphire Pin Earner, Sydney Kinney! Sydney joined the Chuck E. family 1 year ago and she loves hosting parties with Chuck E.! You will always find her with a smile on her face, she is a prime example of what Chuck E. is all about. Great job Sydney, and keep up the good work!



~ Sydney was an excellent hostess. I will be back for my other child's party in May. ~

~ Great guest service, I love this place! Thanks Sydney for being such a wonderful host. ~

~ Great party! Sydney was great, thank you! ~



THE MORE YOU KNOW...

Marketing

Barcode Coupon Clarification

By now, all restaurants should have received, installed, and begun using our new barcode scanners. (with the exception of no stacking coupon locations)

Please remember when using the barcode scanners, that at this time only coupons found on the Chuck E. Cheese website and some that are emailed to guests will have barcodes. All other coupons will still have the standard 4 digit codes.

Coupons with 4 digit codes should still be honored in all restaurants.

For further details regarding the barcode coupons, please refer to the communication sent out by L&D.

Questions? Please reach out to learning@cecentertainment.com

Audit

TIP OF THE WEEK

Inventory:

Is all your high end merchandise labeled?

If not, you won't know what they are.

High end stickers should be ordered from the Marketing ordering site. When a Foland order is received, attach a sticker with the price of that item on EACH item that came in your order.

Risk Management

When Lifting:

- Use your legs, bend at knees, and keep back straight.
- Do not be embarrassed, ask for help if things are heavy or awkward.



Entertainment

Show 1, 2020

Play dates: December 30 - March 29

Happy New Year from Chuck E. Cheese! Show 1, 2020 has been sent to all restaurants - please install as soon as you receive.

This new show features new stuff from Chuck E. and his pals, as well as some music videos from Andy Grammer, Panic! At the Disco, and The Kidz Bop Kids. It's the perfect mix of music and fun to get you and your guests ready for this new decade!

Below are show release dates for 2020 (subject to change)

Show 1:	Dec 30 - March 29
Show 2:	March 30 - June 28
Show 3:	June 29 - Aug 30
Show 4:	Aug 31 - Nov 1
Show 5:	Nov 2 - Jan 3



Marketing

Sprint and Boost Mobile Offer

We have got some amazing offers from Sprint and Boost Mobile getting ready to go live and help drive more guests into our restaurants!

Offer #1: Get 1 card with 30 minutes of AYCP free with purchase of a L or XL pizza

Offer #2: Free dessert (no purchase required)

For more details regarding these offers and how they are being communicated to our guests, please refer to the Marketing communication.

Questions? Please reach out to marketing@cecentertainment.com



THE MORE YOU KNOW...

Stocking Stuffer Sales Contest

Thank you to everyone for your participation in the Stocking Stuffer Sales Contest!

The results are currently being reviewed and will be announced in the coming weeks.



Operations

37 Years with Chuck E. - WOW!



Don Perri, General Manager of 828 Walker, has officially retired after 37 years of service with Chuck E. Cheese! We thank him for his wisdom, enthusiasm, and dedication to his staff and guests.

Congratulations Don!

Operations

Toy Drive Event ~ #716 New Orleans, LA



Clare's Culinary Corner

Breadstick Bulletin

Welcome to the very first edition of the Culinary Corner!

This is where I will pass along any new or exciting information, as well as reminders and tips for best practices in the kitchen.

This week's focus is Parmesan Breadsticks!

Have you ever bitten into a breadstick and seen a large hole and wondered why it's there or how it got there?

We all know that dough's worst two enemies are air and temperature, which is why it's so important that your dough skins are always covered and kept cold. If your dough is left on the make table for any period of time, the temperature of it starts to increase which can re-activate the yeast and begin to produce air bubbles.

If you find a breadstick with an air gap in it, chances are the dough is temperature abused. This doesn't provide our guests with a positive experience, so we want to eliminate this as much as possible.



How do we avoid this?

- Always make sure to put dough back in the cooler immediately after removing a skin on the make table.
- When sheeting your skins, complete the stack of 10 as soon as possible, wrap, and immediately put into the cooler. Do not attempt to prep more than one cake pan at a time, as the dough may begin to get warm.
- Always ensure your cake pans are covered in order to prevent exposure to air and keep the inside temperature cool.

How do you know if dough has been temperature abused?

- If you see a cake pan of dough that looks like a mountain, higher in the middle and slants on the sides, this dough has been temperature abused. This is due to the dough on the bottom of the stack being warm, producing air bubbles, and causing the center of the stack to proof up.
- If you cook your breadsticks and see a lot of bubbles, this typically indicates temperature abuse.

Facilities

Beverage Bar Cleaning

Cleaning the beverage bar thoroughly every night can help reduce plumbing costs and help prevent damage to the beverage cabinet due to leaks.

- Run warm soapy water thru the beverage line nightly
- If you see the line is clogged (maybe with a pinkish color slime from the syrup), take off the piece that connects the hoses and run hot water thru it.
- Make sure the hoses are not kinked and cutting off the circulation.
- Remember to soak the beverage nozzles with warm soapy water to remove the black debris that appears.



CAREER GROWTH OPPORTUNITIES

General Manager

Roseville, CA	633
Escondido, CA	788
Conyers, GA	602
Reno, NV	316
Oklahoma City S, OK	888
Greenville, SC	968
Knoxville, TN	055
Layton, UT	114

Tech Manager

Mobile, AL	560	Takoma Park, MD	774
N. Fresno, CA	364	Danvers, MA	478
San Jose, CA	404	Ann Arbor, MI	334
National City, CA	439	Edina, MN	797
San Bruno, CA	444	Brick, NJ	500
Cupertino, CA	786	Mayfield Heights, OH	547
Escondido, CA	788	White Settlement, TX	090
Superior, CO	711	Victoria, TX	581
Kendall, FL	438		

District Level

District Technical Manager
Kennesaw, GA #117



Peter Piper Pizza

Golf Course, NM #1247	General Manager
Miami Gardens, FL #1268	General Manager
Chandler, AZ #1216	Tech Manager
Gilbert, AZ #1283	Tech Manager
Foothills, AZ #1288	Tech Manager
N. Lauderdale, FL #1270	Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

